

Bassirou Bah

11800 Old Georgetown Road – apt 1417

Rockville, MD 20852.

Tel: 301-897-3680 or 301-310-1566 (cell)

Verizon Account number: 451-361-951-0001-08

I am writing to report a billing problem I have with Verizon since November 2016.

I have made numerous calls to change my service and dispute billing for items I did not request.

My bill was adjusted for a month. Then it went back to the old amount.

- Verizon is stating that I have not returned top-boxes after I moved. Below is a tracking number of the items' return.

Lastly, I called the billing department on - 4/21/2017 at 12:10 PM.

- They told me that the reason for the billing was that they did not have my new Top-Box serial number.
- I sent them a picture of the serial number to be told me that the SN does not match my account.

I was promised they will make an internal investigation and would – eventually – reimburse of any undue charges. I requested them to remove the boxes from my billing and charge me only for the one box I have since there is a proof of the return.

They have not done so. I am still being billed with the 2 additional boxes, as it has been the case for 6 months.

I would the FCC to help in resolving this matter

Regards,

Return receipt

Dear Customer,

This notice serves as proof of delivery for the shipment listed below.

Tracking Number:

1Z2T95T9YW12969590

Service:

UPS SUREPOST

Delivered On:

07/26/2016 4:31 P.M.

Delivered To:

MD, US

Thank you for giving us this opportunity to serve you.

Sincerely,

UPS

Tracking results provided by UPS:

Top-Box serial number.

